**PLEASE READ THE APPLICANT PACK BEFORE COMPLETING THE APPLICATION FORM**

Please complete this form electronically using Arial size 12 font or in black ink, please do not adjust the formatting of this form in any way.

Please return this form by email to [monitoringofficer@nipso.org.uk](mailto:monitoringofficer@nipso.org.uk)

Application forms must be returned no later than **12 noon Monday 29th July 2024. Please note that applications received after the closing date will not be accepted.**

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| **Personal Details** | | | |
| **Title (Mr/Mrs/Miss/Dr/etc):** | | **Forename:** | **Surname:** |
| **Full Address:** | | | |
| **Home Phone Number:** | **Mobile Number:** | | |
| **Email Address (if multiple specified preferred):** | | | |
| **National Insurance Number:** | | | |

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| **Education and Qualifications** | | | |
| **Level of Qualification**  (e.g. GCSE/ A Level/ Degree) | **Subject/Name of Course** | **Grade**  **Attained** | **Year** |
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| **Professional Qualifications** | | |
| **Date** | **Training/Course** | **Qualifications** |
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| **Membership of Professional Institutions/Associations** (Include Grade of Membership)**:** | | |

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| **Employment History**  This section should contain an outline of your career, starting with your current/most recent employment. | | | | | | |
| **Name and Address of Employer** | **Dates of Employment**  (\*\*/\*\*/\*\*)  From To | | **Job Title** | | **Final Salary** | |
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| **Principal Duties of Present Post:** | | | | | | |
| **Please use separate continuation sheet if necessary** | | | | | | | |
| **Name and Address of Employer** | **Dates of Employment**  (\*\*/\*\*/\*\*)  From To | **Job Title and Briefly Main Duties** | | **Final Salary** | | **Reason for Leaving** | |
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| **(i) Essential Criteria –** Educated to A level standard or equivalent*.* |
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| **(ii) Essential Criteria –** 2 years’ relevant experience in an administrative role within a busy customer service environment. |
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| **(iii) Essential Criteria –** Previous experience of using a case handling system and of developing and maintaining systems to collate and monitor data to generate reports and ensure quality standards are met. |
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| **(iv) Essential Criteria –** Previous experience of preparing detailed written decisions. |
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| **(v) Essential Criteria –** Good attention to detail and a commitment to timeliness, quality and accuracy and confidentiality in information processing. |
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| **(vi) Essential Criteria –** Good organisational and planning skills and the ability to work to deadlines to manage competing priorities and meet KPIs. |
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| **(vii) Essential Criteria** – Competent in the use of Microsoft Office packages to extract information and produce reports. |
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| **(viii) Essential Criteria** - Ability to work as part of a team and contribute to continuous improvement. |

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| **(ix) Desirable Criteria** - Previous experience of interpreting legislation/policy issues to inform work-based decisions. |

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| **Reasonable Adjustments** | | |
| **Do you have a disability as defined under the Disability Discrimination Act 1995?** | **YES** | **NO** |
| **If ‘Yes’, are there any reasonable adjustments that can be made to assist you in your application or with our recruitment process?** | | |

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| **Work Status** | | |
| **Do you have the right to work in the UK?**  Note: Under the terms of the Immigration, Asylum and Nationality Act 2006, we are required to make basic checks on everyone we intend to employ. You will be required to provide evidence of this before an offer of employment can be confirmed. | **YES** | **NO** |

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| **Convictions and Conflicts of Interest** | | |
| **Do you have any criminal convictions which are unspent in accordance with the Rehabilitation of Offenders (NI) Order 1978?** | **YES** | **NO** |
| **If ‘yes’, please provide details of any convictions, offences, penalties and the corresponding dates:** | | |
| **Please declare any other non-conviction information that may have a bearing on your suitability for appointment:** | | |
| **Are you aware of any police enquiries undertaken following allegations made against you which may have a bearing on your suitability for this post?** | **YES** | **NO** |
| **If ‘yes’, please provide details of any convictions below:** | | |
| **Given the breadth of the Ombudsman’s jurisdiction (namely her role in investigating complaints about all public service providers in Northern Ireland), it is important that any actual or perceived conflicts of interest are declared by you. Do you have any actual or perceived conflicts of interest?** | **YES** | **NO** |
| **If ‘yes’, please provide details of below:** | | |

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| **Additional Information** | | |
| **Length of notice you are required to give:** | | |
| **Are you related by blood, marriage, civil partnership or co-habitation to a member of staff currently employed by the Northern Ireland Public Services Ombudsman?** | **YES** | **NO** |
| **If ‘Yes’, please state the name and relationship:** | | |

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| **Advertising Strategy** |
| **In order to monitor the effectiveness of our advertising strategy, please indicate how you first became aware of this vacancy?** |

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| **Declaration** |
| I confirm that the information I have provided on this application form is true and accurate.  I understand that deliberate falsification of factual information may prejudice my application, lead to an offer of appointment being withdrawn or, if appointed to dismissal.  I understand that the information will be retained for administration purposes and in compliance with GDPR and the Data Protection Act 2018.  Signature (Electronic):  **Date:** |